

## Element Performance Inspection (EPI) Data Collection Tool

### 2.1.3 Distribution (Manuals) (OP)

#### ***ELEMENT SUMMARY INFORMATION***

**Purpose of This Element** (Certificate Holder's responsibility):

- To ensure the Certificate Holder's manual has policy, instruction and information for the distribution of the manual required by CFR 121.133 to the appropriate flight and ground operations personnel.

**Objective** (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Distribution (Manuals) process. Also to determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Distribution (Manuals) process.

#### ***SUPPLEMENTAL INFORMATION***

**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.137(a)
  - 121.137(a)(1)
  - 121.137(a)(2)
  - 121.137(a)(3)

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:
  - 121.135(c)
- FAA Policy/Guidance:
  - 8300.10, Vol.2, Chapter 63
  - 8400.10, Vol.3, Chapter 15

**EPI SECTION 1 – PERFORMANCE OBSERVABLES**

**Objective:** (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Distribution (Manuals).

**Tasks**

To meet this objective, the inspector will accomplish the following tasks (at the inspection locations where applicable):

- 1 Review the CFR Regulatory Requirements and FAA policy/guidance included in the Supplemental Information section of this (EPI) data collection tool.
- 2 Review the policies, procedures, instructions and/or information for the Distribution (Manuals) process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
- 4 Observe the Distribution (Manuals) process to gain an understanding of the procedures, instructions and/or information contained in the Certificate Holder's manual.

**Questions**

To meet this objective, the inspector will answer the following questions:

1. Were the following Performance Measures met (see 1.1 – 1.9 below):

<p>1.1 Did the Certificate Holder provide copies of it's required manual to the appropriate ground operations personnel?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the air carrier specified location that the ground operations personnel's manual has been distributed in accordance with the instructions in the certificate holder's manual. <i>Sources:</i> 121.135(a)(1); 121.137(a); 121.137(a)(1)</li> <li>• Check at the technical publications library that the manuals have been distributed in accordance with the certificate holder's instructions. <i>Sources:</i> 8300.10 Volume 2 Chapter 63 Section 1 Paragraph 5(f)(2)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.2 Did the certificate holder provide copies of the required manual to it's crewmembers?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the air carrier specified location that the crewmembers manual has been distributed in accordance with the instructions in the certificate holder's manual. <i>Sources:</i> 121.135(a)(1); 121.137(a); 121.137(a)(2)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.3 Did the Certificate Holder provide copies of it's required manual to the assigned representatives of the Administrator?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the FAA location that the manual has been distributed in accordance with the instructions in the certificate holder's manual. <i>Sources:</i> 121.135(a)(1); 121.137(a); 121.137(a)(3)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.4 Did the Certificate Holder provide manual revisions for the required manuals to the appropriate ground personnel?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the technical publications library that the certificate holder issues changes and additions to each person issued a manual in accordance with the certificate holder's instructions. <i>Sources:</i> 121.135(a)(1); 121.137(b)</li> <li>• Check at the technical publications library that the certificate holder has distributed manual revisions to the appropriate manual holders in accordance with the certificate holder's instructions. <i>Sources:</i> 8300.10 Volume 2 Chapter 63 Section 2 Paragraph 5(c)(2)</li> <li>• Check at the air carrier specified location that manual revisions have been distributed in accordance with the certificate holder's instructions. <i>Sources:</i> 8300.10 Volume 2 Chapter 63 Section 2 Paragraph 5(f)(2)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.5 Did the Certificate Holder provide manual revisions for the required manuals to it's crewmembers?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the air carrier specified location that the crewmembers manual has been distributed in accordance with the instructions in the certificate holder's manual. <i>Sources:</i> 121.135(a)(1); 121.137(a); 121.137(a)(2)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6 Did the Certificate Holder provide manual revisions for the required manual to the assigned representatives of the Administrator?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the FAA location that the manual has been distributed in accordance with the instructions in the certificate holder's manual. <i>Sources:</i> 121.135(a)(1); 121.137(a); 121.137(a)(3)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7 Were personnel notified in accordance with the Certificate Holder's procedures when revisions to the manuals were issued?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the technical publications library that the certificate holder has distributed temporary information or changes to the appropriate manual holders in accordance with the certificate holder's instructions. <i>Sources:</i> 8400.10 Volume 3 Chapter 15 Section 1 Paragraph 2085(C)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.8 Were applicable portions of the Airplane Flight Manual (AFM) located on the aircraft?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the aircraft for the Airplane Flight Manual (AFM), or manuals containing the required AFM information. <i>Sources:</i> 121.135(a)(1); 121.141(b)</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.9 If the Certificate Holder is operating under Supplemental rules, does it have appropriate portions of required manuals on the aircraft for use by ground or flight operations personnel, when away from the principal base of operations?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the aircraft for the appropriate portions of the certificate holder's manual when away from the certificate holder's principal base of operations.</li> </ul> <p>Sources: 121.135(a)(1); 121.139(a)</p>	
<p>2 Were the Certificate Holder's policies, procedures, instructions and/or information contained in it's manual for the Distribution (Manuals) process followed?</p> <p><i>Related performance JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check at the air carrier specified location that each person issued a manual has kept it up to date in accordance with the instructions in the certificate holder's manual.</li> </ul> <p>Sources: 121.135(a)(1); 121.137(b)</p> <ul style="list-style-type: none"> <li>• Check at the air carrier principal base of operations for one complete copy of the certificate holder's required manual.</li> </ul> <p>Sources: 121.135(a)(1); 121.135(c)</p> <ul style="list-style-type: none"> <li>• Check at the technical publications library that the certificate holder has distributed temporary information or changes to the appropriate manual holders in accordance with the certificate holder's instructions.</li> </ul> <p>Sources: 8400.10 Volume 3 Chapter 15 Section 1 Paragraph 2085(C)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>3 Were the Distribution (Manuals) process controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>4 Did the records for the Distribution (Manuals) process comply with the instructions provided for in the Certificate Holder's manual?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>5 Were the process measurements for the Distribution (Manuals) process effective in identifying and providing corrective action for problems or potential problems?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>6 Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and/or information that are interrelated with this Element?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

**EPI SECTION 1 – PERFORMANCE OBSERVABLES**  
**–Drop Down Menu**

1. Personnel.

2. Tools and Equipment.

3. Technical Data.

4. Procedures, policies or instructions or information.

5. Materials.

6. Facilities.

7. Controls.

8. Process Measures.

9. Interfaces.

10. Desired Outcome.

11. Other.

## **EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Objective:** To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Distribution (Manuals) is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

### **Tasks**

To meet this objective, the inspector will accomplish the following tasks:

1 Identify the person that has overall responsibility for the Distribution (Manuals).

2 Identify the person that has overall authority for the Distribution (Manuals).

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 & 2.2 below, and provide the name/title.

3 Review the duties and responsibilities of the person(s), documented in the Manual System.

4 Evaluate the qualifications and work experience of the person(s) above (or resume, if appropriate).

5 Review the appropriate organizational chart.

6 Discuss the Distribution (Manuals) with the person(s).

### **Questions**

To meet this objective, the inspector will answer the following questions:

2. Are the following aspects of the Responsibility and Authority Attribute addressed in the Distribution (Manuals) (see 2.1 – 2.10 below):

2.1 Is there a clearly identifiable person who is responsible for the quality of the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identifiable person who has authority to establish and modify the Certificate Holder's procedures, policies or instructions and information for the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the (responsible) person acknowledge that he/she has responsibility for the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person (with authority) acknowledge that he/she has authority for the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Distribution (Manuals) process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish & modify the Distribution (Manuals) meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

2.7 Does the person with responsibility understand the controls, process measurements and interfaces associated with the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements and interfaces associated with the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the (responsible) person know who has authority to establish and modify the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual (with authority) know who has the responsibility for the Distribution (Manuals) process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<b><i>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES –Drop Down Menu</i></b>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	